

## ***CUSTOMER SATISFACTION SURVEY***

As part of a program to evaluate the services provided by the Military Parts Control Advisory Groups (MPCAGs), the DoD parts advisor, the enclosed survey has been prepared. Your cooperation in completing and returning the questionnaire is requested to enable us to improve our services or develop the services that may be beneficial to you.

This survey is intended to solicit feedback to determine the degree of success achieved by the DoD Parts Management Program in providing parts management support to your organization.

**1. How would you rate the MPCAGs (Military Parts Control Advisory Group ) for technical assistance? Please check one box.**

<b>Always Helpful</b>	<b>Usually Helpful</b>	<b>Sometime Helpful</b>	<b>Never Helpful</b>	<b>Don't use</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Comments:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**1a. If you do not use the MPCAGs services, would you like some additional information on what services they provide? YES/NO**  
( If YES, please provide address & phone number)

**2. How would you rate the suitability of the recommended replacement for part for the specific system application? Please circle a number.**

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Always suitable			Some what				Never suitable		

**3. How would you rate the response time for part evaluation reviews?**  
Circle a number for 3a, 3b, or both.

**3a. Using hard copy (paper) submission:**

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Fast			Adequate				Slow		

**3b. Using the on-line automated data processing system submission known as MPCASS (Modernized Parts Control Automated Support System):**

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Fast			Adequate				Slow		

**4. How would you rate the consistency of the evaluations? Please circle a number.**

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>
Always consistent					Never consistent				

**5. Overall, how would you rate the service the specific MPCAGs provide to your organization? Circle a number or “Don’t Use” for all.**

**DEFENSE ELECTRONICS SUPPLY CENTER (DESC):**

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Use</b>
Excellent					Adequate			Poor		

**DEFENSE INDUSTRIAL SUPPLY CENTER (DISC):**

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Use</b>
Excellent					Adequate			Poor		

**DEFENSE SUPPLY CENTER COLUMBUS (DSCC):**

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Use</b>
Excellent					Adequate			Poor		

**DEFENSE SUPPLY CENTER RICHMOND (DSCR):**

<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>Don't Use</b>
Excellent					Adequate			Poor		

**6. Do you use MPCASS (Modernized Parts Control Automated Support System), an on-line automated data processing system?**                      YES                      NO  
(If YES, please answer the next two questions If NO, why not?)

**6a. How Often? Check one box**

Every Week	Monthly	9 to 11 times a year	4 to 8 times a year	3 times a year	Twice a year	Once a year

**6b. How would you rate MPCASS? Please circle a number.**

10	9	8	7	6	5	4	3	2	1
User friendly					Adequate		Not user friendly		

**7. Recommend any changes, enhancements, or improvements to**

### a. MPCASS:

**b. Military Parts Control Advisory Groups (MPCAGs ) process:**

**c. The MPCAG process with respect to Acquisition Reform, ie., what value-added service can the MPCAGs provide to your design activity or parts management operation?**

**8. Check the type of parts that are required by your contracts:**

Performance Military Specification	Standardized Microcircuit Drawing	Commercial Item Descriptions	Commercial - Original Equipment Manufacturer (OEM) or device manufacturer document

Commercial - Industrial grade document	Detail Military Specs	DLA Supply Center (i.e., DSCC, DISC, or DSCR) Drawings	No parts requirements

**9. Any other comments?**